

394309/13/04*Revised*

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: SENIOR MINI-BUS DRIVER

DEFINITION

Under general supervision, to provide quality one-on-one training to new drivers and retraining to drivers involved in preventable accidents or incidents; to assist with annual driver field observations and evaluations; to assist with documenting and reporting accidents; to maintain training and related records; and to do related work as required.

REPORTS TO: Special Transportation Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Special Transportation Supervisor.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Provide quality one-on-training to new drivers and retraining to drivers involved in preventable accidents or incidents.
- Perform ride checks and observations as requested, and monitor driver's performance to ensure safety and legal requirements.
- Demonstrate exemplary passenger/customer relations skills to trainees.
- Document training performed, and maintain training records.
- Recognize and report safe and unsafe acts/conditions.
- Assist in dispatching, driving, and performing miscellaneous administrative tasks as required.
- Complete special projects as assigned.
- Assist in conducting monthly safety meetings.
- Answer special transportation phone, accepting requests for mini-bus service and service complaints, changing and canceling reservations and providing information as required.
- Relay current information on area and street conditions to drivers and emergency information to appropriate parties.
- Transmit information on the radio to drivers in the field.
- Perform other related office activities as required.

QUALIFICATIONS

Knowledge of:

- Basic automotive care and maintenance requirements.
- Vehicle operation and state and local traffic laws.

- Basic arithmetic.
- City areas and street system.
- Effective training methods and techniques.
- Modern office methods, practices, and equipment.
- Customer service techniques and principles.
- Computer skills.
- Standard broadcasting procedures and rules required for operation of a communication system.

Ability to:

- Train others in effective driving and passenger/customer relations skills.
- Read a street map and physically locate street addresses.
- Understand and carry out oral and written instructions.
- Recognize hazardous driving conditions quickly and accurately and adopt effective courses of action.
- Operate a Class II vehicle.
- Work a flexible schedule to meet the operations needs of the division.
- Work overtime as required.
- Maintain qualifications to operate all equipment utilized by the division.
- Maintain exemplary driving, attendance, and job performance records.
- Provide exceptional customer service.
- Answer multi-line telephones.
- Respond to citizen concerns.
- Maintain cooperative working relationships.
- Prepare written reports.
- Conduct safety training.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: A minimum of three years of full-time experience in the operation of a mini-bus, or similar equipment, to transport passengers. Experience in training others as well as experience in driving and passenger/customer relations skills is desirable.

MEDICAL CATEGORY: Group 2

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid Class "B" California Motor Vehicle Operator's License.

Possession of an appropriate, valid "Special Driver Certificate" issued by the California Department of Motor Vehicles in order to transport persons with developmental disabilities.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Senior Mini-bus Driver

TO: None